

JUN 02 2004

OFFICIAL PATENT

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[Signature]

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**  
**(Attorney Docket No. 12658SSUS01U)**

In the Application of:  
Marcus O'Sullivan, Michael Frawley

Serial No.: 09/748,069

Filed: December 22, 2000

For: A NETWORK SPANNING  
HETEROGENEOUS CALL CENTER  
AND METHOD OF OPERATION

§ Group Art Unit: 2661  
§ Examiner: Kenneth N. Vanderpuye  
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**CERTIFICATE OF FILING BY FACSIMILE**

I hereby certify that this correspondence is being filed  
via Facsimile by transmitting the attached documents to  
(703) 872-9306 on June 2, 2004.

  
Bruce E. Garlick

**RESPONSE TO FIRST OFFICE ACTION**

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Applicants hereby respond to the Office Action mailed March 11, 2004 and respectfully request entry of the amendments made herein and consideration of the remarks made herein. Enclosed herewith is a Change of Correspondence Address Request. Please alter the correspondence address for this application accordingly.